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EMPLOYMENT

Feb 2020 – Present

Incor Group

INDIA

www.incor.in One of the largest Real Estate group in Hyderabad which has strong hold in Infrastructure, Hospitals and Hospitality division in Southern part of India.

Director of Operations Hospitality & Health Division

- Enjoyed setting up Boston Living, Hyderabad - A Lifestyle Co-living. A Largest Co-living in Hyderabad and holding a dream to be largest in the country by 2024.
- Expanded business and consistently improved profitability of the company; identified new streams for long-term revenue growth in both Hospitality & Health Sector.
- Designed successful business expansion strategies using customer & market feedback.
- Formulated business goals, short-term and long-term budgets and developed business plans for its accomplishment.
- Reorganized & controlled food / beverages cost, managed financial budgeting, forecasting, inventory control, MIS, finalizing P&L account of the Property.
- Developed & implemented procedures, control systems for maintaining hygiene & quality standards; led efforts for streamlining processes and generating cost savings in operations
- Analyzed the hospitality trends & developed additional opportunities to enhance sales in close conjunction with the Unit Managers & Marketing Team
- Ensured profitability of operations and supervised all aspects of restaurant management including menu-planning, monitored food production to ensure compliance with quality & hygiene standards
- Coordinated manpower planning, recruitment, selection, induction and socialization activities in the organization and spearheaded policy formulation
- Ensured high quality services, resulting in guest delight and optimum resource utilization for maximum service quality in Both Hospitality & Health sector.
- Provided maximum customer satisfaction by close interaction with in-house and potential guests to understand their requirements and customized the product and services accordingly
- Liaised with local authorities to ensure smooth operations & compliance to government regulations

May 2018 – Sep 2019

Jumeirah Vittaveli

MALDIVES

www.jumeirah.com The resort comprises 90 villas and suites each with their own swimming pool and direct access to the beach or lagoon.

Associate Director of Rooms

- Report to General Manager and Responsible for a Team of 132.
- In charge of Rooms Division, Kids Club and Retail Outlets.
- Responsible for the Complete Renovation of the Resort a 15 Million Dollars Project.

- Coordinating with Project team for the complete planning of Renovation without affecting the other guests.
- Achieved 96 % Mystery Audit Score in Rooms Division conducted by LQA.

Jan 2017 – May 2018

Raffles Praslin Seychelles

SEYCHELLES

www.affles.com/seychelles *In the heart of the island of Praslin, aptly referred to as the mythological and idyllic 'Garden of Eden', are 86 contemporary and luxurious villas, among the most spacious in the Seychelles. Raffles Seychelles has been included in Forbes Travel Guide's Top 10 Beach Resorts around the World and Condé Nast Readers' Choice - Best Hotels in the Middle East, Africa and Indian Ocean, as well as winning World's Leading Luxury Villa Resort at the World Travel Awards. Raffles Seychelles has also been awarded Trip Advisor's Certificate of Excellence every year from 2012 to 2015.*

Director of Housekeeping

- Report to Director of Operations and Responsible for a Team of 65 & a team of 15 contractual staff.
- In Charge of Villas, Public areas and Laundry Operations.

Feb 2014 – Jan 2017

Jumeirah Vittaveli

MALDIVES

www.jumeirah.com *The resort comprises 89 villas and suites each with their own swimming pool and direct access to the beach or lagoon.*

Executive Housekeeper

- Report to Director of Rooms and Responsible for a Team of 80.
- In charge of Rooms, Public areas, Laundry operations and new development in Resort.
- Actively involved in Projects and development of Resort.
- In charge of Opening the presidential Villa scheduled to open March 2017. An over two Million dollar project where I am involved into Project development, Interior designing, OSNE & FFNE.
- Have done cross exposure in Madinat Jumeirah Dar Al Masyaf, Al Qsar, Mina A'Salam, Jumeirah Emirates Tower, Jumeirah Etihad Tower, Jumeirah Zabeel Saray, Burj Al Arab, Jumeirah Beach Hotel and Jumeirah Creek Hotel.

Achievements

- Responsible for Presidential Villa from Project stage to Final Completion.
- Responsible for complete Refurbishment of Resort.
- Responsible for Planned Preventive Maintenance of the Resort.
- Actively Involved in Opening of new Indian specialty restaurant named Swarna.
- Actively involved in the opening of New Family Villas.
- Maintaining Guest Satisfaction Index always at 90 % and above.
- Maintaining Departmental Budget and keeping expenses below by 15%.
- Maintained yearly staff turnover below 8%.
- Changed complete wardrobe of all Colleagues.

Feb 2012 – Jan 2014

Desroches Island Resort and Spa

SEYCHELLES

www.desroches-island.com *A 5 star luxury Island resort awarded with one of the top 10 remote hotels in the world by Forbes and one of the 100 best hotels in the world by Travel Magazine.*

Executive Housekeeper

- Report to General Manager and Responsible for a Team of 45.
- In charge of Rooms, Public Areas, Laundry and Butler Operations.
- Actively involved in Projects and development of Resort.
- Actively involved in planning, setting and opening New Retreats.

Achievements

- Actively involved with the planning, setting and Opening of New Retreats.
- Actively involved with Villa Owners Association to ensure all the guest requirements are fulfilled before their arrival.
- Maintained Staff turnover below 5%.
- Conceptualized SOP for the department.
- Took over additional responsibility of Butlers department and restructured Butler system to have Guest Satisfaction Index high.

Apr 2010 – Nov 2011 The Leela Palace Kempinski Udaipur

INDIA

www.theleela.com *A 5 star luxurious 80 rooms Palace with 2 Restaurants, Bar and Pool defining a different level of luxury at the bank of Lake Pichola in the city of Lakes, Udaipur.*

Executive Housekeeper

- Report to General Manager and Responsible for a team of 76.
- Incharge of the Guest Rooms, Public Areas, Laundry and Horticulture.
- Incharge of upkeep and maintenances of the Palace.
- Achieved highest Mystery audit scores in the entire company for maintaining highest standards.
- Consistently achieved highest guest satisfaction scores more than 90%.

Achievements

- Refurbished the Boats for the Palace.
- Designed few romantic venues for events.
- Guest Satisfaction Index above 94%
- Achieved highest Mystery audit scores in the entire company for maintaining highest standard.
- Achieved 91 % scores in Renard Audit and 93 % scores in Shaw mystery audit.

Mar2009 – Apr 2010 Lily Beach Resort and Spa

MALDIVES

www.lilybeachmaldives.com *A5 star resort, 125 Villa Resort with 2 Restaurants, 2 Pools, 3 Bars, Dive Centre, Over-Water Spa complex, Water Sports and a Kid's club.*

Executive Housekeeper

- Report to the General Manager and Responsible for a team of 54.
- Part of the Pre-Opening team.
- In charge for the setup of Guest rooms, Public areas, Laundry and staff accommodation.
- Training and guiding the team to achieve the service excellence and guest satisfaction.
- Continuously working on upgrading the product and standards to make a difference in the market of 5 star luxury Resorts.
- Worked closely with the Human Resource Department for team member's recruitment.

Achievements

- Formulated the Standard Operating Procedure for the department with job description for supervisory and frontline staff.
- Set up of the Villas and Face uplift of the rooms by transforming a 3 star property into a first 5 star all inclusive property in Maldives.
- Implemented and designed cost saving measures to attain higher profitability for the resort.
- Formulated budget and developed business plan to achieve the financial targets.
- Implemented highly effective training Modules and have achieved the highest guest feedback scores of average 90 – 95% in all housekeeping areas.

Oct 2007 – Nov 2008

Diva Resort and Spa

MALDIVES

www.naiade.com *A 5 star resort with 193 suites and villas, 6 restaurants, 6 bars, Kids Club, teens club, Night Club, Water sports, Dive Centre and Spa.*

Assistant Executive Housekeeper

- Report to Executive Housekeeper, Responsible for a team of 83.
- Part of the rebranding and re-opening team.
- Managed Rooms, Public Area and Laundry.
- Designed, planned, budgeted, and finalized the Housekeeping & Laundry systems & processes.
- Planning and implementing the different luxurious experiences for the guests to allow them to have best stay and get the value of money.

Achievements

- Managed & handled entire Housekeeping operation for six months in the absence of Executive Housekeeper.
- Designed Housekeeping, Laundry, Butlers and Minibar SOP's, Training Task lists and Job Description for the Team.
- Trained the team for Diva to achieve the service excellence and guest satisfaction while meeting the target goals.
- Meeting and visiting different suppliers to get the best product on an effective price keeping cost effectiveness in mind.
- Part of the team responsible for making Diva "Hotel of the Year Award 2008" voted by Hideaway Magazine.
- Designed different luxurious Bath Programs & incorporated the scent program for guest rooms.
- Designed the children's program for the resort.

Mar 2007 – Sep 2007

Taj Exotica Resort and Spa

MALDIVES

www.tajhotels.com *A5 Star Hotel, 62 Villas, 2 Restaurants, 2 Bars & Spa, Member of Small Luxury Hotels of the World.*

Deputy Housekeeper

- Report to Executive Housekeeper, Responsible for a team of 40 members.
- Managed Rooms, Public Area and Laundry.

Achievements

- Implemented new systems resulting in achieving guest excellence and resort targets.
- Awarded with the appreciation letter for the significant contribution in making resort the best hotel in the Taj group.
- Formulated the Standard Operating Procedure for the department with job description for supervisory and frontline staff.
- Implemented cost control measures in order to keep the cost per room below budgeted figures.
- Introduced concept of Re-cycling without effecting the quality & standard of service to guests.
- Introduced consumption format for laundry chemicals in order to keep a check on washing cost per kilogram load.
- Implemented scheduled programme to check linen whiteness through reflectance meter to maintain the up quality standards for linen.
- Designed & incorporated power point presentation for training of new and existing employees.

Apr 2006 – Feb 2007 Leela Kempinski Kovalam Beach

INDIA

www.theleela.com *A5 Star hotel with 194 Bedrooms, 3 Restaurants & 4 Bars.*

Assistant Housekeeper

- Report to Executive Housekeeper, responsible for a team of 58.
- Assisted the Executive Housekeeper for day to day operation.
- Managing the Rooms, Public Area, Laundry and Spa.
- Part of the opening of 'The Club', a premium brand of accommodation.

Achievements

- Achieved consistent guest excellence scores acknowledged by the General Manager.
- Incorporated a system for engineering which helped the team get maintenance done on time.

Oct 2003 – Apr 2006 Trident Hilton Gurgaon

INDIA

www.oberoihotels.com *A 5 Star hotel with 136 Bedrooms, 2 Restaurants, 2 Bars and Spa.*

Housekeeping Supervisor

- Report to Assistant Executive Housekeeper, Responsible for a team of 24.
- In charge of Rooms & Public Areas.
- In charge of planned preventive maintenances.
- Certified Departmental Trainer by the 'Oberoi College Of Learning and Development' (OCLD).
- Inventory Controller of the department.

Achievements

- Appreciated for providing the best guest feedbacks and scores of the industry.
- Awarded with outstanding ratings in annual performance appraisals.

OTHER EMPLOYMENT

Nov 2000 – Oct 2003	RAJVILAS, JAIPUR, OBEROI HOTELS	Housekeeping Assistant
Apr 2003 – May 2003	WILDFLOWER HALL, SHIMLA, OBEROI HOTELS	Support Team Member
Sep 2001 – Nov 2001	VANYAVILLAS, RANTHAMBORE, OBEROI HOTELS	Support Team Member
Oct 1999 – Mar 2000	RADISSON HOTEL, DELHI	Internship
Nov 2000 – Dec 2000	HOTEL TAJ RESIDENCY, LUCKNOW	Internship

EDUCATION

2001	College of Hospitality & Tourism Studies (CHTS), Lucknow Educational Institute of American Hotel & Lodging Association (AH&LA), USA	Diploma in Hospitality Management
1998	Lucknow University	<i>Graduate Degree</i>

OTHER INFORMATION

Courses: *Housekeeping Operations Management Workshop by Ms Liz Lycette of Lycette& Associates from Australia, Certified Departmental Trainer Programme from (OCLD), Team Building, Fidelio Training, Fire Fighting & First Aid, Telephone Etiquette, Communication Skills, Image Projection, Train theTrainer Programme, WOW, Complaint Handling, Supervisory Development Programme*

Computer Literacy: *Fidelio, Opera, Micros, Office Automation & Internet Applications*

Languages: *English and Hindi (Fluent)*

Interests: *Playing Cricket, Listening to Music, Watching Movies, Travelling*